

Serial No. 10/043,426

Response to Office Action

Examiner: Reilly, Sean M.  
Group Art Unit: 2153PRESENTATION OF THE PENDING CLAIMS:

Claims 1-29 (canceled)

Claim 30 (new): A method of remotely retrieving the state of at least one enterprise device, said method comprising:

- providing a reporting and maintenance computer system;
- connecting a superintendent system to the reporting and maintenance computer system, said connecting producing a first communications channel;
- connecting an enterprise to the reporting and maintenance computer system, the enterprise including at least one enterprise device that can be enabled to send status messages;
- receiving enterprise device status requests from the superintendent system at the reporting and maintenance computer system;
- forming responses to enterprise device status requests at the reporting and maintenance computer system;
- sending the responses from the reporting and maintenance computer system to the superintendent system; and
- translating communications at the reporting and maintenance computer system between a first protocol and a notification channel protocol, the first protocol being used for communications between the reporting and maintenance computer system and at least one enterprise device, and the notification channel protocol being used for communications between the reporting and maintenance computer system and the superintendent system by way of a notification channel.

Claim 31 (new): The method of claim 30, further comprising:

- prior to said forming, querying an enterprise device for status; and
- said forming produces a response using the result of said querying.

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Claim 32 (new): The method of claim 30, further comprising:

maintaining a database reflecting the state of enterprise devices; and  
said forming produces a response using the database.

Claim 33 (new): The method of claim 32, further comprising the steps of:

periodically polling enterprise devices for status; and  
entering the polled status into the database.

Claim 34 (new): The method of claim 30 wherein the first protocol is the SNMP protocol.

Claim 35 (new): The method of claim 30 wherein the first protocol is the HTTP protocol.

Claim 36 (new): The method of claim 30 wherein the first communications channel is an encrypted channel.

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Claim 37 (new): A method of monitoring the state of at least one enterprise device, said method comprising:

providing a reporting and maintenance computer system being connectable to said enterprise devices;

connecting a superintendent system to the reporting and maintenance computer system, said connecting producing a first communications channel;

connecting an enterprise to the reporting and maintenance computer system, the enterprise including at least one enterprise device that can be enabled to send status messages;

receiving first enterprise device status messages at the reporting and maintenance computer system from the enterprise devices within the enterprise, said first messages conforming to a first protocol;

filtering the enterprise device status messages using a filter criteria;

sending second filtered enterprise device status messages from the reporting and maintenance system to the superintendent system over the first communications channel over a notification channel; and

translating first enterprise device status messages from a first protocol to a notification channel protocol used by the notification channel;

Claim 38 (new): The method of claim 37 wherein the first communications channel is an encrypted channel.

Claim 39 (new): The method of claim 37, further comprising the step of: periodically polling enterprise devices for status.

Claim 40 (new): The method of claim 37, wherein the first protocol is the SNMP protocol.

Claim 41 (new): The method of claim 37, wherein the first protocol is the HTTP protocol.

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Claim 42 (new): A method for determining the state of a remotely located enterprise, comprising:

accessing a reporting and maintenance system having at least two redundant servers, a control unit whereby the power of the servers may be controlled, a cabinet restricting access to the servers, an electronic door lock remotely and locally controllable, two temperature sensors monitoring the temperature of the air inside and outside the cabinet, an alarm, and a camera, the reporting and maintenance system being operably connected to communicate with enterprise devices in an enterprise;

sending a request to the reporting and maintenance system requesting the status of a particular enterprise device over a notification channel;

receiving a response from the reporting and maintenance system including the status of the particular enterprise device; and

providing a visual indication of the status of the particular enterprise device.

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Claim 43 (new): A method for remotely accessing and viewing information about an enterprise, comprising the steps of:

accessing a transferential system that has the following characteristics:

a server group including at least one servers,

at least one non-volatile memory device incorporated to said server group,

server network hardware connected to said server group, said server network hardware including a gateway, said server network hardware being configurable to provide encrypted electronic communication between said server group and a superintendent system through said gateway, said server network hardware being further configurable to provide electronic communication between said server group and at least one enterprise device in communicative proximity,

first computer readable instructions installed to said memory devices, said first instructions providing the function of receiving first messages from enterprise devices in at least one enterprise management protocol including version 1 of SNMP,

second computer readable instructions installed to said memory devices, said second instructions providing the function of forwarding the information contained in the first messages to a superintendent system by a notification channel,

third computer readable instructions installed to said memory devices, said third instructions providing the function of filtering the first messages, the filtering preventing the forwarding of some of the first messages,

fourth computer readable instructions installed to said memory devices, said fourth instructions providing the function of translating the first received messages to a second protocol,

a cabinet housing said server group,

a first network enabled temperature sensor, said first temperature sensor positioned to monitor the temperature of the air at the interior of said cabinet,

a second network enabled temperature sensor, said second temperature sensor positioned to monitor the temperature of the air outside said cabinet,

at least one door included in said cabinet whereby access to said server group is restricted

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when said doors are in closed position,

locks included in said doors whereby said doors may be secured in a closed position,

a network enabled power controller connected to and being configurable to control the power of at least one server of said server group, said power controller being configurable to accept network commands from a superintendent system,

fifth computer readable instructions installed to said memory devices, said fifth instructions providing the function of receiving second messages from a superintendent system through a notification channel, said second messages referencing at least one enterprise device,

sixth computer readable instructions installed to said memory devices, said sixth instructions providing the function of translating the second received messages to an enterprise management protocol utilized by the referenced enterprise devices,

seventh computer readable instructions installed to said memory devices, said seventh instructions providing the function of forwarding the information in the second messages to the referenced enterprise devices in at least one enterprise management protocol including version 1 of the simple network management protocol,

enterprise devices in electronic communication with said server group through said server network hardware,

a superintendent system in electronic communication with said server group through said server network hardware,

eighth computer readable instructions installed to said memory devices, said eighth instructions providing the function of accepting network parameters that define the boundaries of an enterprise, said eighth instructions also providing the function of discovering enterprise devices through said server network hardware using the network parameters, and

ninth computer readable instructions installed to said memory devices, said ninth instructions providing the function of receiving a software upgrade from a superintendent system, said ninth instructions also providing the function of delivering the software upgrade to enterprise devices;

utilizing the transferential system to access an enterprise; and

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utilizing the transferential system to view information about the status and operation of the enterprise and its components.

Claim 44 (new): The method of claim 43, further comprising the step of: using information gained about the enterprise to generate policy.

Claim 45 (new): The method of claim 43, further comprising the step of: using information gained about the enterprise to initiate a physical action.

Claim 46 (new): The method of claim 43, further comprising the step of: utilizing the transferential system to make a modification to the enterprise.

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Claim 47 (new): A method for remotely accessing and viewing information about an enterprise, comprising the steps of:

accessing a transferential system that has the following characteristics:

a server group including at least two servers, said servers providing redundancy of operation,

at least one non-volatile memory device incorporated to said server group,

server network hardware connected to said server group, said server network hardware including a gateway, said server network hardware being configurable to provide encrypted electronic communication between said server group and a superintendent system through said gateway, said server network hardware being further configurable to provide electronic communication between said server group and at least one enterprise device in communicative proximity,

first computer readable instructions installed to said memory devices, said first instructions providing the function of receiving first messages from enterprise devices in at least one enterprise management protocol including version 1 of SNMP,

second computer readable instructions installed to said memory devices, said second instructions providing the function of forwarding the information contained in the first messages to a superintendent system by a notification channel,

third computer readable instructions installed to said memory devices, said third instructions providing the function of filtering the first messages, the filtering preventing the forwarding of some of the first messages,

fourth computer readable instructions installed to said memory devices, said fourth instructions providing the function of translating the first received messages to a second protocol,

a cabinet housing said server group,

a first network enabled temperature sensor, said first temperature sensor positioned to monitor the temperature of the air at the interior of said cabinet,

a second network enabled temperature sensor, said second temperature sensor positioned to monitor the temperature of the air outside said cabinet,

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at least one door included in said cabinet whereby access to said server group is restricted when said doors are in closed position,

locks included in said doors whereby said doors may be secured in a closed position, said locks enabled to unlock through an electronic command message from a superintendent system,

a data entry device connected to said locks, said data entry device being mounted to said cabinet, said data entry device providing a human interface external to the cabinet enclosure; said locks enabled to be unlocked through said data entry device,

a network enabled camera whereby a space in proximity to said server group may be monitored,

an alarm in proximity to said server group,

a network enabled power controller connected to and being configurable to control the power of at least one server of said server group, said power controller being configurable to accept network commands from a superintendent system,

fifth computer readable instructions installed to said memory devices, said fifth instructions providing the function of receiving second messages from a superintendent system through a notification channel, said second messages referencing at least one enterprise device,

sixth computer readable instructions installed to said memory devices, said sixth instructions providing the function of translating the second received messages to an enterprise management protocol utilized by the referenced enterprise devices,

seventh computer readable instructions installed to said memory devices, said seventh instructions providing the function of forwarding the information in the second messages to the referenced enterprise devices in at least one enterprise management protocol including version 1 of the simple network management protocol,

enterprise devices in electronic communication with said server group through said server network hardware,

a superintendent system in electronic communication with said server group through said server network hardware,

ninth computer readable instructions installed to said memory devices, said ninth

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instructions providing the function of accepting network parameters that define the boundaries of an enterprise, said ninth instructions also providing the function of discovering enterprise devices through said server network hardware using the network parameters, and

tenth computer readable instructions installed to said memory devices, said tenth instructions providing the function of receiving a software upgrade from a superintendent system, said tenth instructions also providing the function of delivering the software upgrade to enterprise devices;

utilizing the transferential system to access an enterprise; and

utilizing the transferential system to view information about the status and operation of the enterprise and its components.

**Claim 48 (new):** The method of claim 47, further comprising the step of: using information gained about the enterprise to generate policy.

**Claim 49 (new):** The method of claim 47, further comprising the step of: using information gained about the enterprise to initiate a physical action.

**Claim 50 (new):** The method of claim 47, further comprising the step of: utilizing the transferential system to make a modification to the enterprise.

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Claim 51 (new): A reporting and maintenance system for remotely monitoring or controlling devices in an enterprise, comprising:

a server group including at least one server;

at least one non-volatile memory device incorporated to said server group;

server network hardware connected to said server group, said server network hardware being configurable to provide electronic communication between said server group and a superintendent system, said server network hardware being further configurable to provide electronic communication between said server group and at least one enterprise device in communicative proximity;

first computer readable instructions installed to said memory devices, said first instructions providing the function of receiving first messages from enterprise devices in at least one enterprise management protocol;

second computer readable instructions installed to said memory devices, said second instructions providing the function of forwarding the information contained in the first messages to a superintendent system over a notification protocol;

third computer readable instructions installed to said memory devices, said third instructions providing the function of filtering the first messages, the filtering preventing the forwarding of some of the first messages;

fourth computer readable instructions installed to said memory devices, said fourth instructions providing the function of executing policy upon recognition of particular states of enterprise devices; and

fifth computer readable instructions installed to said memory devices, said fifth instructions providing the function of translating communications between a first protocol and a notification channel protocol, the first protocol being used for communications between the reporting and maintenance computer system and at least one enterprise device, and the notification channel protocol being used for communications between the reporting and maintenance computer system and the superintendent system by way of a notification channel.